

**FY 2002 BUDGET AND PERFORMANCE REQUIREMENTS
BENEFICIARY INQUIRIES
INTERMEDIARIES AND CARRIERS
ADDENDUM 3**

FEBRUARY 5, 2002

After a thorough review of existing Medicare contractor call center performance measures, the Agency has decided to discontinue the requirement to report a number of measures of telephone customer service effective with FY2002. These data are currently reported monthly by each contractor to the Customer Service Administrative Management System (CSAMS).

A list of requirements that have been eliminated or changed from CSAMS reporting is provided below. Appropriate revisions to the manual instructions will be issued in the near future. Manual references are also provided below.

Beneficiary Inquiries References

Medicare Carrier Manual - Section 5104

Fiscal Intermediary Manual - Section 2958

- Percent of telephone calls to be answered within 120 seconds – **Eliminated.**
- Monthly All Trunks Busy (ATB) Internal Rate - **Eliminated.**
- Number of calls abandoned up to and including 120 seconds and after 120 seconds – **Eliminated.**
- Number of callbacks closed within two workdays – **Eliminated.**
- Number of callbacks pending over 20 workdays – **Eliminated.**
- Percent of first time pass rate on the Customer Service Representative (CSR) proficiency test - **Eliminated.**
- Call Abandonment Rate for CSR Queue - All references to "120 seconds" **changed** to "60 seconds".

The appropriate changes to the CSAMS data fields have been made to accommodate the changes. In addition, the definitions of some CSAMS data points have been changed to more clearly reflect the meaning of the data element. Contractors should access the BPR definition module in CSAMS for additional information.